

Nuance® eScripton One QA Ratings and Feedback

User Guide

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Introduction

QA Ratings & Feedback is a feature of InCommand and InScribe. When a transcription is promoted to the next level of QA, the QA staff can record errors on the transcription while making changes to the transcription. The MT is then provided a “feedback” notice in InScribe. The MT can:

- View the list of errors and the point values for each error
- Review the original and revised transcription
- Review a marked up copy of the transcription showing what has been deleted, added, and changed

The Quality Score for each transcription is saved in the database.

- When QA1 rates the work of an MT, the MTs Quality Score is logged against the MT.
- If QA1 promotes the transcription to QA2 who then rates it, the Quality Score for QA1s work is logged against the QA1 staff.

The Ratings feature allows the MT’s per-line-rate to be adjusted based on the MT’s Quality Score. Their rate can be automatically adjusted up or down based on a Pay Rate Modifier table. An MTSO can set up multiple Pay Rate Modifier schedules.

QA Ratings & Feedback can also be used to only provide feedback to the MT. With the feedback option, the MT can see the Original, Revised, and Marked-up copy, with or without using error point values. This simplifies MTSO operations by replacing the emails to MTs that show examples of the required edits to their work.

InCommand Security

Within InCommand, there are 5 functions associated with the QA Ratings & Feedback features, but are encompassed within three InCommand Security settings.

- Create a QA Rating Program
- Create a Pay Modifier Program
 - Assign a Feedback Option to an MT
 - Assign a QA Rating Pay Modifier to an MT
- Assign a QA Rating Program to a Client (or to a specific Document Type for a Client).

To assign a security role to an InCommand user account, start at the InCommand Maintenance Tab and select the Transcriptionist sub-tab. Select the MT and click the **Edit Setup for <MT>** command. In the right-hand window, open the InCommand Security Roles section by clicking on the section name.

Security to Create a QA Rating Program

Turn on:

- Maintenance Tab,
- Transcriptionist Sub-Tab, and
- Modify Transcriptionist Setup.

This InCommand user can only create a new QA Rating Program or edit an existing one. They cannot assign the QA Rating to a client.



Note: Giving an InCommand user access to **Modify Transcription Setup** also allows them to change any MT's setup, including their own.

Security to Create a Pay Modifier & Assign to MT

Turn on:

- Maintenance Tab,
- Transcriptionist Sub-Tab,
- Modify Transcriptionist Setup, and
- Transcriptionist Rates.

This InCommand user can now create or edit a Pay Modifier, assign the Pay Modifier to any MT in the organization, and assign whether the Pay Modifier applies to all, none, or only QA-specified transcriptions.

Please note: Allowing QA to specify whether the Rating should be used to adjust pay is a feature to address certain MTSO processes. At some MTSOs, all MTs send any transcriptions with an Associate to QA to have QA add the associate. The settings here allow the QA staff to perform their function but not have the transcription included in the MT Pay Modifier calculation

☒	Maintenance Tab
☐	MTSO Defaults and Contacts Sub-Tab
☐	Clients Sub-Tab
☐	Client Administrator
☐	Modify Clients
☐	Client Rates
☐	Outsource Work Sub-Tab
☐	Outsource Rates
☒	Transcriptionist Sub-Tab
☐	Transcriptionist Administrator
☒	Modify Transcriptionist Setup
☒	Transcriptionist Rates

Security to Assign QA Rating Program to a Client

Turn on:

- Maintenance Tab,
- Clients Sub-Tab, and
- Modify Clients.

The InCommand User can now use the Edit Relationships in the Clients sub-tab under Maintenance Tab. They have access to the QA Information and QA Program sections, but do not have access to the Rate Information section.

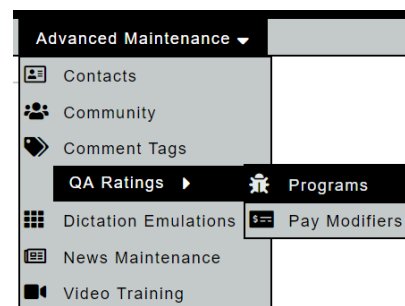
☒	Maintenance Tab
☐	MTSO Defaults and Contacts Sub-Tab
☒	Clients Sub-Tab
☐	Client Administrator
☒	Modify Clients
☐	Client Rates

Basic Setup Instructions

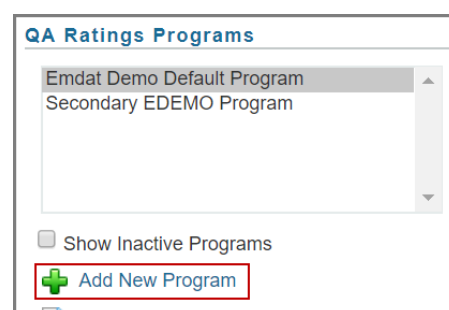
Create QA Rating Programs

A Rating Program is the list of error types that are going to be tracked and the point value for each error. Rating Programs are created at the MTSO level and then assigned to specific clients. That way, the same program can be used across multiple clients to consistently measure the MTs Quality Rating. A QA Rating Program can also be created and assigned to a client's specific document type to satisfy the client's special requirements.

In InCommand, go to the Maintenance tab. Select Advanced Maintenance > QA Ratings > Programs.

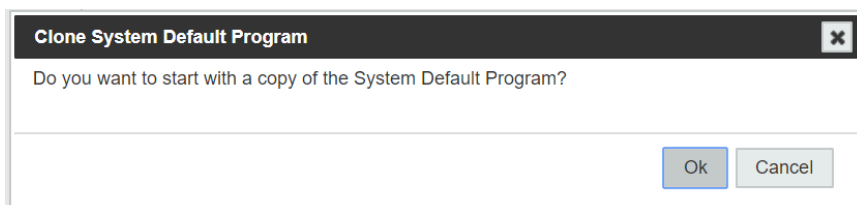


In the QA Ratings Program list, click the **Add New Program** link.



Click **Ok** to start with the eScription One Default Program. It is based on the AAMT Best Practices for Measuring Quality in Medical Transcription (March 2005) standard.

Or click **Cancel** to start with a blank program.



Starting with the eScription One Default Program, looks as follows:

Add New QA Ratings Program

Program Name

Program Description

Program Active ☒

Rating Description	Category	Error Value	Shortcut	Active	Action
Medical Word Misuse	Critical	3	M	Active	
Omitted Dictation	Critical	3	O	Active	
Patient ID Error	Critical	3	I	Active	
Upgrade of Major or Minor	Critical	3	U	Active	
Abuse of Flagging/Blanks	Major	2	A	Active	
Medical Word Misspelling	Major	1.5	W	Active	
English Word Misspelling	Major	1.5	E	Active	
Incorrect Verbiage	Major	1.5	V	Active	
Failure to Flag	Major	1	F	Active	
Protocol Failure	Major	1	P	Active	
Upgrade of Minor Error	Major	1.5	U	Active	
Downgrade of Major	Major	1.5	D	Active	
Grammar/Formatting	Minor	0.5	G	Active	
Miscellaneous/Other	Minor	0.5	Y	Active	

save reset

- **Program Name** - add a name for the Program. This name will be in the Program list when you assign it to a client.
- **Program Description** - A place to add more descriptive information. It only shows on this screen.
- **Program Active** - Leave this checked. Uncheck in the future to inactivate this Rating Program.

Go to the entry area at the bottom of the list to add a new Rating.

Major Dictator Effect	Dictator Effect	0	3	Active	
Minor Dictator Effect	Dictator Effect	0	3	Active	
	Critical	0	None	Active	

☐ Show Inactive Ratings

- Enter a Rating Name in the **Rating Description** Column.
- In the **Category** drop down box, select Critical, Major, Minor, or Dictator.
 - Please note, these four categories cannot be changed.
- Enter an Error Value.
 - Error values are expected to be between zero (0) and three (3), inclusive. If you enter a value greater than three, you will get a message asking if you want to proceed.

- Click the Arrow Key next to the **Shortcut** box and select a shortcut key.
 - Shortcuts allow the QA person a quick way to record an error and save them time.
 - You can assign the same shortcut key to more than one Error Rating.
 - Or you can leave the shortcut as None.
- Leave the **Status** as Active.
- Click the Plus command button.

The New Error Rating will move to the bottom position of the **Category** you selected.

Use the **Up** or **Down** Arrow buttons to move a Rating within a category. These will not allow you to move a rating to a different Category.



Use the **Edit Rating** button to edit the **Rating Description, Category, Point Value, Shortcut,** or **Active** status of a rating.



Use the **Delete** button to completely remove the Rating

Special Note:



If you make a mistake while adding or editing ratings, click the **Reset** Button. It will restore the



Click the **Save** button to save your Rating Program.

Editing QA Rating Programs

After a Rating Program has been created, you can edit it by using the [Edit Selected Program](#) command in the QA Rating Programs screen.

You can start a new program with a copy of an existing program by using the [Copy Selected Program](#) command.

[View Clients on Selected Program](#) - produces a list of the clients and their document types that are assigned to the selected Rating Program. It also gives a notice if any document types are assigned to other Rating Programs.

QA Ratings Programs

Emdat Demo Default Program
Secondary EDEMO Program

☐ Show Inactive Programs

[+ Add New Program](#)

[Edit Selected Program](#)

[Copy Selected Program](#)

[View Clients On Selected Program](#)

Assign QA Rating Program to a Client

In InCommand, select the Maintenance Tab and then the Clients sub-tab.

With the Client Selected, click the [Edit Relationship with <Client>](#) Command.

ESODEMO - Escription One Demo Client

TESTCLIENT1 - testclient1FullName

☐ Show Inactive Relationships
☐ Show Inactive Clients

[+ Add New Client Wizard](#)

[Edit Relationship with ESO DEMO](#)

In the Edit Relationship screen, open the QA Program section.

Client Default Program - select the correct Rating Program from the drop-down box.

Selected Document Types Programs - Check this check-box if you need to assign different Rating Programs to specific document types. A new section will appear where you can select the document type and the Rating Program. Click on the Plus button.

QA Program

Client Default Program: Emdat Demo Default Program

Selected Document Types Programs: ☒

Document Type	Program	Action
Chart Note	Feedback - QA	+

Click the [Save](#) button to save the Rating Program for this Client.



Enabling Client Feedback

In addition to QA feedback for an MT, you can also setup the ability for the transcriptionist to see the changes made by the client's users. This will cause edits within InQuiry to generate a new feedback item with the "Client Version" tab in the MT's feedback. Only the most recent client version is shown for the TID.

In InCommand, select the Maintenance Tab and then the Clients sub-tab.

Relationship Setup	
Status Levels	5 Levels of QA
Automatic dictation check in	None
Mark Text from Prior Transcriptions as QT	☒
Enable Retrieve and Correct	☒
Enable Client Feedback	☒
Can Keep Work Local	☐

With the Client Selected, click the [Edit Relationship with <Client>](#) Command.

In the Edit Relationship screen, open the Relationship Setup section.

– Check the **Enable Client Feedback** box.

Create Pay Modifier Program

A Pay Modifier Program is the tool to adjust the MT's pay automatically based on their quality performance.

Note: In order to use the Feedback option alone, a Pay Modifier Program must be created although it would be set up to not make any pay modifications. That is, for a Rating of 0% to 100%, it would modify the pay by \$0.00 per line.

In InCommand:

– Go to the Maintenance Tab.

– Navigate to Advanced Maintenance > QA Ratings > Pay Modifiers.

On the QA Pay Rate Modifier window:

– Click the **Add New Pay Rate Modifier** command.

Advanced Maintenance

- Contacts
- Community
- Comment Tags
- QA Ratings**
 - Programs
 - Pay Modifiers**
- Dictation Emulations
- News Maintenance
- Video Training

QA Pay Rate Modifiers

Create QA Rate Modifier programs to use (QA Rating). The rates created here are Pool.

Modifier 1

☐ Show Inactive Modifiers

+ Add New Pay Rate Modifier

Edit Selected Pay Rate Modifier

In the Add QA Pay Rate Modifiers window:

– **Name** - enter a name for the Pay Rate Modifier.

– **Modifier Active** - Leave this checked. Uncheck in the future to make this inactive.

Add QA Pay Rate Modifiers

Name

Modifier Active ☒

Rating	Modifier	Action
0%	0	

When the quality of a transcription meets or exceeds %

Apply a modifier of **+ add**

The system automatically helps you build a Pay Modifier Rate table. It effectively starts out with a range of 0% to 100% with a modifier of \$0.00. (Technically the range is greater than or equal to 0% and less than or equal to 100%.)

If we want to add a range of 99% to 100% with a pay modifier of plus \$0.005, then we would add 99 to the “When the quality of a transcription meets or exceeds” box and 0.005 to the “Apply a modifier of” box and click the Add button.

The Pay Modifier Table now looks like:

Rating	Modifier	Action
99%	0.005	 
0%	0	

The system added the range you specified and automatically adjusted the low end of the range to reflect 0% to 99%; still with a modifier of \$0.00.

To create this range with pay adjust amount:			Enter these values into:	
≥ Low End	< High End	Adjust Pay	When the quality of a transcription meets or exceeds	Apply a modifier of
98%	99%	0.00	98	0
97%	98%	-0.005	97	-.005
96%	97%	-0.01	96	-.01

Our Pay Modifier Program now looks like:

Rating	Modifier	Action
99%	0.005	 
98%	0	 
97%	-.005	 
96%	-.01	 
0%	0	

The system has added in the new ranges. However, the 0% line (0% to 96%) is most likely wrong as the pay rate hasn't changed for Quality Scores below 96%.

Click the [Edit Pay Modifier](#) button on the 0% line.

Enter the amount into the Modifier box.



Click the Save Modifier button.



Click the [Save](#) button to save the Pay Modifier Program.

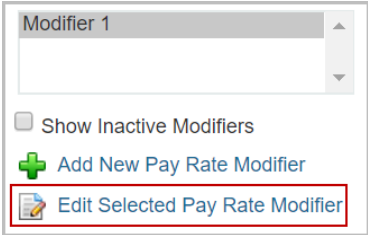


Use the [Delete](#) button to completely remove a range.



If you make a mistake, click the [Reset](#) Button. It will restore the Pay Modifiers to the last time you saved them.

Special Note: With a Pay Rate Modifier schedule created, the system now provides an [Edit Selected Pay Rate Modifier](#) command in the Pay Rate Modifier window to make modifications in the future.



Pay Rate Modifier – Assign to an MT

The Pay Rate Modifier is assigned to the MT in their Setup options. An MT can only have one Pay Rate Modifier program assigned.

- In InCommand, select the Maintenance Tab.
- Select the Transcriptionist sub-tab.
- Select the MT and click the [Edit Setup for <MT>](#) command.
- In the Default Rate Options section, click the drop-down box next to [QA Rating Pay Modifier](#) and select the Pay Rate Modifier Program.
- Click the [Save](#) button.

Note: In order for an MT to receive QA Feedback, the MT must have a Pay Rate Modifier assigned; although the assigned Modifier may be \$0.00 for QA Ratings of 0 to 100%.

Rates	
Base Rate	\$0.12
Stat Rate	\$0.14
Enable Payment for Qualified Text	☒
Qualified Text Rate	\$0.1111
Apply Ratings to Pay	No
QA Rating Pay Modifier	Modifier 1 None Modifier 1

Apply Rating to Pay - Assign to an MT

While the Pay Rate Modifier program determines how an MT's pay is changed, the **Apply Rating to Pay** field determines when the Modifier program is used. There are three options:

- **No** - QA Ratings are never used to adjust pay.
 - This is the default option when a new MT Account is created.
- **Yes** - QA Ratings from all transcription that are rated are used to adjust pay.
- **Let QA Decide** - The only QA Ratings used to adjust pay are those chosen by the QA staff during their Rating process while in InScribe.

The settings for this option are at two levels.

First, this option should be defined in the MT Setup. This doesn't affect anything directly. It is only used when a new MT Pool is created for this MT. This option is copied to the MT Pool settings.

- In InCommand, go to the Maintenance Tab.
- Select the Transcriptionist sub-tab.
- Select the MT and click the **Edit Setup for <MT>** command.
- Open the Default Rate Options section.
- Click the drop down box next to **Apply Ratings to Pay** and select an option.

Rates	
Base Rate	\$0.12
Stat Rate	\$0.14
Enable Payment for Qualified Text	☒
Qualified Text Rate	\$0.1111
Apply Ratings to Pay	No
QA Rating Pay Modifier	Yes
	Let QA Decide

The second level is in the MT Pools. The **Apply Ratings to Pay** option has to be set for each client that the MT types for. This allows pay to be adjusted for specific client's based on QA Ratings for only that client's transcriptions

- In InCommand, go to the Maintenance Tab.
- Select the Transcriptionist sub-tab.
- Select the MT and click the **Modify Clients and Pools for <MT>** command.
- On the right-hand window:
 - Select the client from the top box.
 - Click the **Manage Client <name> Options** command.
- Open the Payment Options section.
- Click the drop down arrow next to **Apply Ratings to Pay**.

Modify Clients and Pools For Transcriptionist IAN	
Show Transcriptionist Jobs	
The transcriptionist currently types for the following clients:	
123test	
ESODemo	
Manage Client ESODemo Options (Pay, Access, etc.)	

- Select an option.
- Click the Save button.

Note: You must have a **Pay Rate Modifier** Program selected in the MT's setup in order to change this **Apply Ratings to Pay** option. Otherwise, the field is grayed out and cannot be changed.

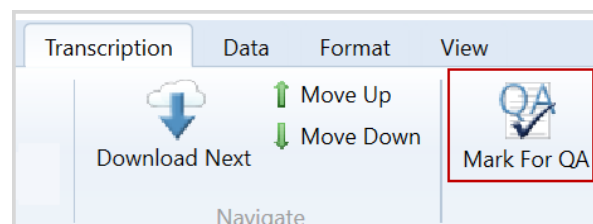
Rates	
Base Rate	\$0.12
Stat Rate	\$0.14
Enable Payment for Qualified Text	☒
Qualified Text Rate	\$0.1111
Apply Ratings to Pay	No ▼
Update Transcriptions	No Yes Let QA Decide

How do Transcriptions get to QA?

The QA Ratings and Feedback feature is only supported for transcriptions prior to being delivered to the client. Transcriptions get sent to QA in one of two methods.

First, the MT can send it to QA from InScribe.

- From InScribe, select the Transcription Menu, then the Mark for QA command.
- Or use the <Ctrl>+Q shortcut.



Or you can program the system to send a percentage of transcriptions to QA.

- From the MTSO Maintenance Tab, select the Transcriptionist sub-tab.
- Select the MT from the box and click the **Modify Clients and Pools for <MT>** command.
- In the right-hand window, select the MT Pool (lower box) and click the **Edit Pool** command.
- In the Edit Pool for Transcriptionist window, change:
 - Uncheck QA Optional.
 - In QA Percentage, select the percent of transcriptions to go to QA.

QA Optional	☐
QA Percent	100% ▼

Setup Scenarios

Setup for Feedback only

MTSOs provide feedback to their MTs in order to improve the MT's skill set. This typically involves:

- Copying the original transcription into a MS Word document,
- Putting the Word document into Review Mode,
- Making the same changes to the Word document as in the transcription, and then
- Emailing the marked-up Word document to the MT.

The Feedback portion of the QA Ratings & Feedback enhancement allows this to be done in a more efficient manner.

Ratings Program

Create a Ratings Program with one minor Rating called “Feedback Only” and zero (0) Error Value.

- Enter MTSO Maintenance.
- Select Advance Maintenance > QA Ratings > Programs
- Click [Add New Program](#) command
- Save.

Rating Description	Category	Error Value	Shortcut	Active	Action
Feedback	Minor	0	F	Active	
	Critical	0	None	Active	

Assign this Rating Program to each Client

- From MTSO Maintenance Tab, select the Clients sub tab.
- Select the client from the box.
- Click [Edit Relationship with <Client>](#) command.
- In the QA Program Section, set the **Client Default Program** to “Feedback Only”; the Rating program you created in the previous step.
- Save.

Create Pay Modifier Program

- From MTSO Maintenance Tab, select Advance Maintenance sub tab.
- Select QA Ratings from drop-down menu, then Pay Modifier.
- Click [Add New Pay Rate Modifier](#) command.

- Name the Program “Feedback Only”. Leave the modifier at zero (0) for ratings of 0% to 100%.

- Save.

Rating	Modifier	Action
0%	0	

Assign Options to MT

This includes:

- Assign [QA Rating Pay Modifier](#) in User setup. (Technically, this is optional. However, this setting gets used when new MT Pools are created.)
- Set [Apply Ratings to Pay](#) feature to NO. This means that no Ratings from Feedback are used to adjust pay.
- Assign [QA Rating Pay Modifier](#) in MT Pools for each client.

A. Assign Options in MT Setup:

- From MTSO Maintenance Tab, select the Transcriptionist sub-tab.
- Select the MT from the Box and click the [Edit Setup for <MT>](#) command.
- Open Default Rate Options.
- Set QA Ratings Pay Modifier to Feedback Only Rate Modifier.
- Set Apply Ratings to Pay to No.
- Save.

Base Rate	\$0.12
Stat Rate	\$0.14
Enable Payment for Qualified Text	☒
Qualified Text Rate	\$0.1111
Apply Ratings to Pay	No
QA Rating Pay Modifier	Feedback Only Rate Modifier

B. Assign Options in MT Pool

- From MTSO Maintenance Tab, select the Transcriptionist sub-tab.
- Select the MT from the Box and click the [Modify Clients and Pools for <MT>](#) command.
- In the Modify Clients and Pools window (right side of screen), select the client from the top box and click [Manage Client <Client> Options](#) command.

- Open the Payments Section.
- Set the Apply Ratings to Pay to No.
- Save.

Rates	
Base Rate	\$0.12
Stat Rate	\$0.14
Enable Payment for Qualified Text	☒
Qualified Text Rate	\$0.1111
Apply Ratings to Pay	No ▼
Update Transcriptions	New rate is applied going forward ▼

Setup for Ratings

Set up to track ratings is similar to that for Feedback only; with only a few minor changes.

Ratings Program

The heart of measuring ratings is a Ratings program. The major question is what should the rating items be. To assist you, eScription One can provide you a Default Program which is based on the AAMT Best Practices for Measuring Quality in Medical Transcription (March 2005) recommendation.

This standard provides 19 pre-defined Ratings. You can adjust their point value, remove rating items or add new rating items. Details on creating a Program are provided in [Basic Setup Instructions](#)

Clone System Default Program

Do you want to start with a copy of the System Default Program?

Ok Cancel

Assign Rating Program to Client

One of the two requirements for a MT's work to be rated, is that the client on the transcription must have a rating program. To rate every transcription performed by the MT, every client must have a Rating Program. To provide consistent ratings to your medical transcription staff, you should consider having one QA Rating Program that is assign to every client.

Details on Assigning the Rating Program to a client are provided in [Assign QA Rating Program to a Client](#).

QA Program

Client Default Program

EDemo Default Program ▼

Selected Document Types Programs

☐

Create Pay Modifier Program

Whether or not you use QA Ratings to adjust the MTs pay, you will need to create a Pay Modifier Program. Details on creating and modifying a Pay Modifier are provided in [Enabling Client Feedback](#).

Rating	Modifier	Action
100%	0.008	
90%	0.005	
30%	-0.005	
10%	-0.003	
0%	-0.1	

Assigning Pay Modifier Program to MT

The Pay Modifier Program is assigned to the MT in their User setup. Only one Pay Modifier can be assigned.

Details on the steps to assign the Pay Modifier program to the MT are provided in [Create Pay Modifier Program](#).

Base Rate	\$0.12
Stat Rate	\$0.14
Enable Payment for Qualified Text	☒
Qualified Text Rate	\$0.1111
Apply Ratings to Pay	No
QA Rating Pay Modifier	Let QA Decide

Apply Rating to Pay – Assign to an MT

The Pay Rate Modifier assigned to the MT determines how an MT's pay is changed. The **Apply Rating to Pay** field determines when the Modifier program is used. There are three options:

- **No** - QA Ratings are never used to adjust pay.
- **Yes** - QA Ratings are always used to adjust pay.
- **Let QA Decide** - Only ratings selected by the QA staff during their Rating process are used.

The last selection allows QA to determine which transcriptions sent to QA should affect pay. For example, some MTSOs have their MTs send all transcriptions to QA when an Associate is dictated. This way, the QA staff performs the required research and maintains the Associate database. Even though changes are made to these transcriptions, the QA can choose to not include these transcriptions in the calculations to adjust pay.

A special note should be made here. In our example, the MT sends the transcription to QA who adds the Associate. But QA didn't assign any errors to the transcription. As such, the transcription is rated at 100%.

If this transcription is used in the calculation to adjust pay, the 100% ratings will increase the average rating which may cause to MT pay to be increased if the Pay Modifier Program pays more for high Rating results.

The Apply Rating to Pay selection must be assigned to each pool for the MT. Details on this assignment process are included in [Pay Rate Modifier – Assign to an MT](#).

InScribe

Rating a Transcription in InScribe

QA Ratings & Feedback allows the QA staff to record errors and leave feedback for the prior MT while editing the transcription. Each time a transcription passes through QA, the QA staff is able to rate the quality of the previous transcriptionist. The ratings and comments applied by a QA1 staff member will be visible to the original Transcriptionist; the ratings and comments applied by a QA2 staff member will be visible to the QA1 who worked on this document, and so on.

Your Transcription Company can determine if these ratings will affect your overall Quality Score, and thus your pay rate for this transcription. Your company might also choose to utilize this feature to simply provide feedback on the quality of your work, without influencing your pay rate.

Rating Process

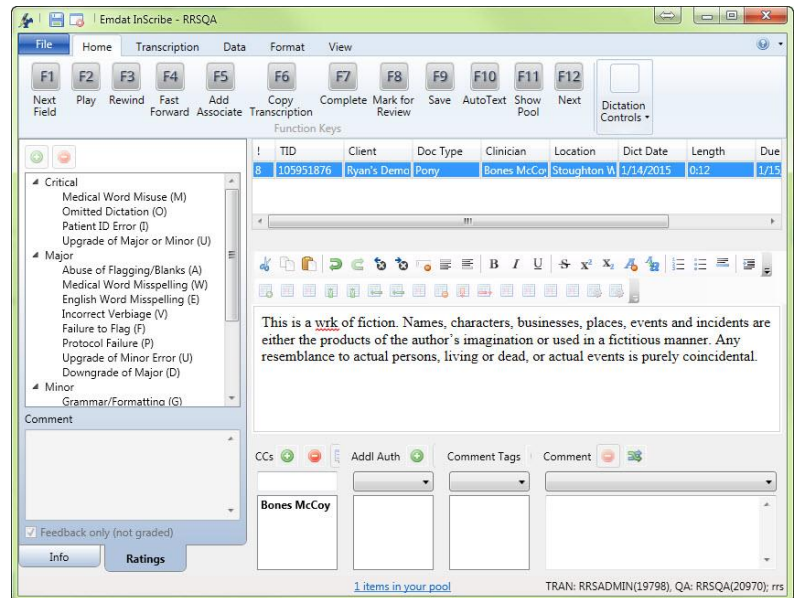
If the QA Ratings & Feedback feature has been configured and enabled by the transcription company, the QA staff will see the Ratings tab in InScribe.

The Ratings panel shares the same window as the Demographics panel. Click on the "Ratings" tab.
(Hotkey: **Ctrl+R**)



In the example, the word “work” is misspelled in the first sentence. The process to correct this and add an English Word Misspelling error is:

1. In the Editor panel, delete “wrk” and type “work”. Jump to the Ratings Tab.
2. Press **E** to select English Word Misspelling.
3. Press **Enter** to add an Error Identification marker.
4. Press **Enter** to jump to the Comment area.
5. Type your comment and press **Enter** to jump to the Editor panel. The cursor returns the same location it was in before you added the error.



Notes:

- Shortcut keys are assigned by transcription company management when creating the Rating Program.
- The same shortcut key may be assigned to more than one Rating. In our example, W is the shortcut key for Medical Word Misuse in the Critical Category and for Medical Word Misuse in the Major Category.
 - Pressing **W** once moves to the first Rating.
 - Pressing **W** twice moves to the second Rating.
 - If **W** is pressed a third time, it moves back to the first Rating.
- Comments are not required. After identifying a new error press **Enter** a second time to bypass the comment and return to the transcription body.
- To correct the misspelling place the cursor between “w” and “r” of “wrk” and type “o”.
- Return to the Demographic panel by clicking on the Info tab at the bottom. (Hotkey: **Alt+I**)
- A time index is created to mark the dictation at the time the error was created. This index will be available for playback to the person who receives your feedback.

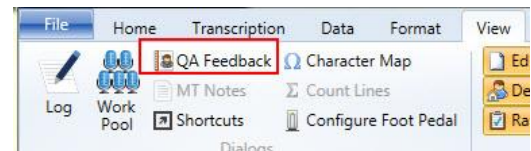
Let QA Decide

The transcription company will determine whether or not the Ratings feature will influence the Quality Score, and thus change the pay rate of its transcriptionists. QA staff can be given the ability to make this decision on a per-transcription basis. At the bottom of the Rating window is a checkbox for "Feedback only (not graded)" that is enabled depending on the company's Ratings settings.

- If Ratings will not influence the Quality Score, this option is turned ON, and QA cannot change the setting. This option will simply provide feedback to the person whose work you are reviewing.
- If Ratings will influence the Quality Score, this option is turned OFF and QA cannot change the setting.
- The company can also decide to allow the QA staff to enable this option. Doing so causes this transcription to be ignored by the Quality Score, and will not affect the transcriptionist's pay. By default, this checkbox is not selected when a document is sent to QA. Select "Feedback only (not graded)" for minor changes that should not affect transcription pay rate.

Reviewing Feedback

When new feedback is available, a link will appear at the bottom of InScribe upon login. Click the link to open the QA Feedback summary window. Feedback is also accessed via the View Menu and pressing the button to view QA feedback. (Hotkey: Ctrl+Alt+Q)



Navigating the Feedback List

Document Type	Transcription ID	Client	Clinician	Date Transcribed	Feedback Type	Modified	Rating
TrnChart	3673886	AEMTR	John Orientation16, M.D.	3/9/2015	From QA	Yes	72 %

- **Sort:** Click on any column title to sort feedback items by that column. Click once to sort in ascending order, twice to sort in descending order.
- **Filter:** Use the drop-down menu boxes under any column header to filter feedback to show only transcriptions containing that value. Use this feature to view a particular client, document type, etc.
- **Clear Fields Button:** Reset any selected filters to display any feedback items that might be hidden.
- **Complete Selected:** Remove feedback items by selecting the boxes on the left and clicking Complete Selected.
- **Complete All:** Remove all feedback items.

- **Complete:** Complete an individual feedback item using the “Complete” button in the Controls box.
- **Auto Complete Unmodified Feedback:** turn on to skip feedback for transcriptions where the body has not been modified by QA. (Such as those that only go to QA to add an associate.)



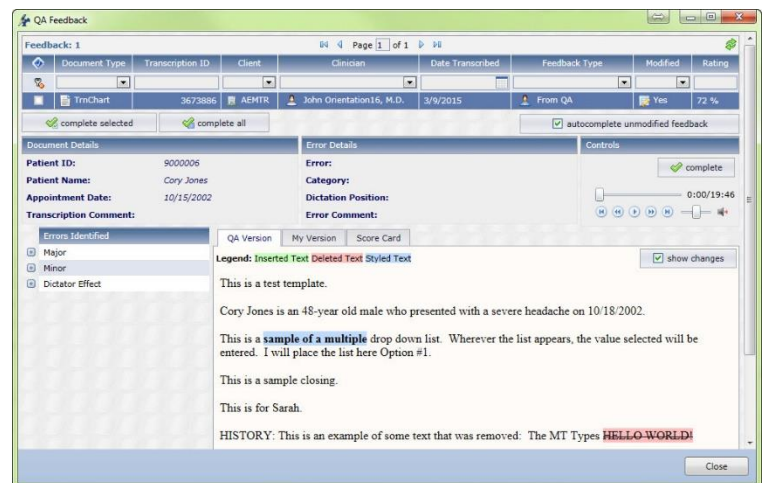
Records with Bold text have not been reviewed and are considered “New.” Records not in bold text have been previously opened.

Transcription Feedback

View a specific feedback item by clicking on the transcription record. Feedback will open in the bottom of the window. The transcription text section defaults to the “QA Version” Tab.

Identified errors are placed in categories to the left. Expand the error categories to see individual errors.

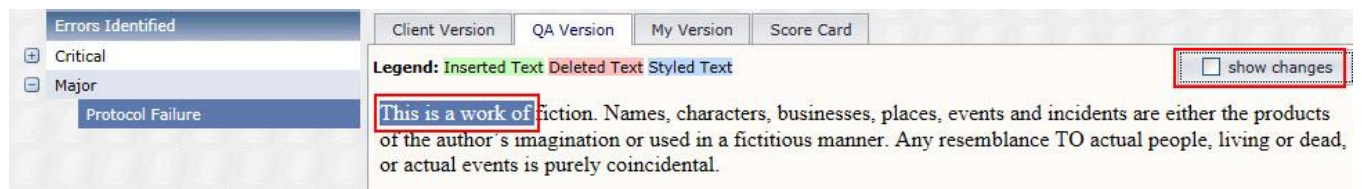
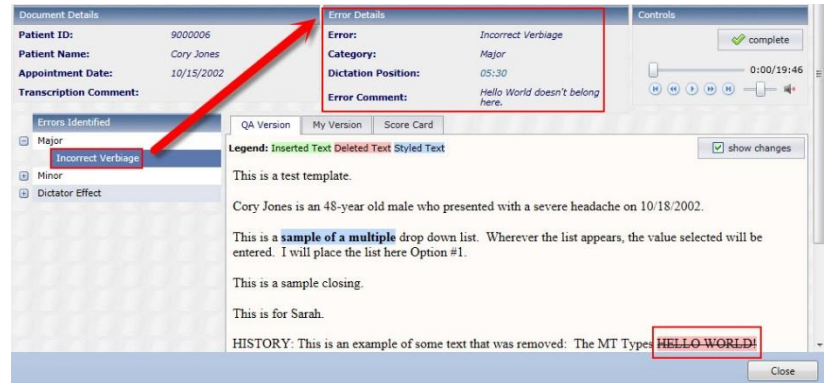
Click on the Dictation Position value in the Error Details to move the playback cursor to that time on the audio file. Additional playback controls allow for Play, Pause, Rewind, Fast Forward, Move to Beginning, and Move to End.



When a specific error code is selected, additional error details appear which include:

- The type of error code identified.
- The Category of the error code.
- The time in the audio file that the error was identified.
- Any additional comments about the error added by QA.

If “Show Changes” is unchecked in the QA version tab, clicking on an individual error will also highlight in blue any altered text. Toggle between the QA finalized version and the changes mark-up version with the “Show Changes” checkbox.



With “Show Changes” checked, the transcription is marked with QA alterations.

- Deleted items are highlighted in pink.
- New items are highlighted in green.
- Items with formatting changes are highlighted in blue.

The original transcription text is available under the “My Version” tab.

The “Client Version” tab displays edits made by the client.

Score Card

A summary of all errors and point deductions is available on the Score Card. The score card can be printed with the available print button.

Client Version	QA Version	My Version	Score Card		
				print	
Transcriptionist: Ryan Steffen		Grading MT Initials: rrs			
Transcription ID: 108527549		Date Reviewed: 3/11/2015 11:52:58 AM			
Transcription Lines: 6		Date Transcribed: 3/11/2015 11:38:44 AM			
ERROR	ERRORS RECORDED	POINTS	DEDUCTION		
Critical					
Medical Word Misuse	1	(3.00)	3.00		
Omitted Dictation	-	(3.00)	0.00		
Patient ID Error	1	(3.00)	3.00		
Upgrade of Major or Minor	-	(3.00)	0.00		
Totals for Critical	2		6.00		

- **Error:** All Error Categories and Error Codes used by the QA Program.
- **Errors Recorded:** The number of occurrences for the Error in this transcription.
- **Points:** The number of points deducted for each occurrence of the error.
- **Deduction:** The number of points deducted for this error type in this transcription. This is calculated by multiplying "Errors Recorded" by "Points."

The Final Score for the selected transcription is located at the bottom of the Score Card. This is calculated based upon the number of points deducted against the number of lines in the transcription.